

FAMILY SUPPORT DURING COVID-19



FINANCES



- **Canadian Emergency Response Benefit (CERB):** If you stopped working due to COVID-19, apply to CERB for up to \$500/week for up to 16 weeks.
- **Canada Child Benefit (CCB) payment increase:** If you received CCB this year, you may get \$300 extra/child.
- **B.C. Emergency Benefit for Workers:** If you are eligible for CERB, you may apply to receive a \$1,000 payment if your ability to work has been impacted.

HOUSING



- DID YOU KNOW?** Most evictions are not allowed & rent increases are frozen.
- **BC Temporary Rent Supplementation:** Provides up to \$500/month towards rent for eligible renters. Apply here or call 1-877-757-2577.
 - **Mortgage Support:** Banks are offering mortgage payment relief through deferred payments. See banks' COVID-19 pages.
 - **Emergency Housing:** List of shelters in Lower Mainland. **Call 2-1-1** for help.

➔ **More FINANCE & HOUSING Resources**

FOOD



- DID YOU KNOW?** Many schools are still providing meal programs to students.
- **Food Banks BC:** Find a food bank near you, call 1-855-498-1798, or email them.
 - **Food Asset Maps:** Showing free food locations & other services near you!

Want to learn more about **healthy eating during COVID-19?**
Check out HealthLink BC or call **8-1-1** to talk to a dietician (9am-5pm, M-F).

CHILDCARE & LEARNING



- **Temporary Emergency Childcare:** Are you an essential worker? Request childcare for kids up to age 5 years. For ages 5-12 years, contact their school.
- **Changes to Affordable Child Care Benefit:** If your income has changed, you may be able to get a higher benefit amount. Call 1-888-338-6622.
- **Everyday Anxiety Strategies for Educators (EASE):** Free learning programs for ages 5-12 years & parents to help manage worries in fun & easy ways.
- **WE schools @ home:** Free tools for at-home learning for grade levels K-12.

➔ **More SCHOOL & LEARNING incl. Anti-Racism Resources**

SAFETY



- **VictimLinkBC:** Immediate, free, confidential, 24/7 crisis support for victims of family or sexual violence. Call 1-800-563-0808 or email them.
- **ShelterSafe:** Shelters for women, youth and children experiencing abuse.
- **Transition Houses & Safe Homes List:** Transition & safe homes list in BC.
- **WAVAW Rape Crisis Centre:** For immediate crisis and long-term support services, call 1-877-392-7583

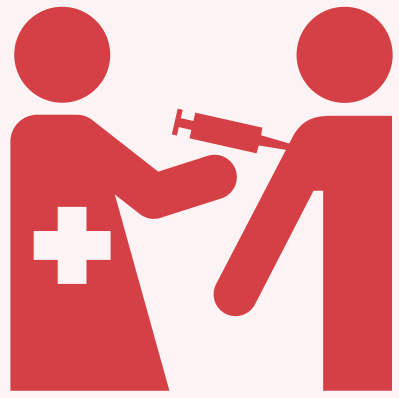
☎ **IF YOU ARE IN IMMEDIATE DANGER, CALL 9-1-1**

Created by the Family Resources Support Tool (FRST) team. Give us feedback at FamiliesFRST@gmail.com.

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MEDICAL CARE



For 24/7 health info
call 8-1-1.

Got medical needs? **Your doctor/nurse wants to see you!**

Call your family doc/nurse or nearest walk-in clinic to be seen virtually or in person.

- **BC Children's Hospital:** Learn about COVID-19 & Children and what to expect if you have an appointment at BC Children's Hospital.
- **BC's COVID-19 Self-Assessment Tool & Testing sites.**
- **BCCDC Caring for Children with COVID-19:** Learn more about what to do if you are concerned your child might have COVID-19.

MENTAL WELLNESS



- **Kids Help Phone:** Call 1-800-668-6868 or Text CONNECT to 686868 to chat with someone 24/7, no judgement, totally private. Or find Resources Near You!
 - **BC Crisis Line:** Are you in distress? Call 1-800-784-2433 or Chat Online. It's open 24/7, judgement-free, and here to talk.
 - **Kelty Mental Health:** virtual mental health resources, parent/youth peer support, & parenting tips during COVID-19. Call Kelty at 1-800-665-1822.
 - **BC Virtual Mental Health Support during COVID:** variety of virtual, low/no cost counselling & supports. Also find an inventory of BIPOC therapists in BC.
- More MENTAL WELLNESS Resources**

YOUTH HEALTH



- **Foundry:** Drop-in counselling by voice, video & chat for youth 12-24 years old or caregivers. Find personalized supports on Pathfinder or call 1-833-308-6379.
 - **Youthspace.ca:** Online crisis & emotional support every day 6pm-12am. Text youthspace to 778-783-0177 or online chat. Find more youth & coping resources.
 - **Black Youth Helpline:** Connect with educational, health, and community resources specific for black youth. Call their helpline at 1-833-294-8650.
- More YOUTH HEALTH Resources**

RESOURCES FOR INDIGENOUS PEOPLES



- **Kuu-us Crisis Line:** Call 1-800-588-8717 for 24/7 BC aboriginal support services.
- **Hope for Wellness Help Line:** Call 1-855-242-3310 or chat online for 24/7 immediate help & support for Indigenous peoples across Canada.
- **First Nations Health Authority (FNHA) COVID-19 Info Page:** Info, FAQs, resources & podcast by FNHA Chief Medical Officer.
- **First Nations Virtual Doctor of the Day:** If you don't have a doctor/nurse, call 1-855-344-3800 to book a virtual visit for primary and mental health care.

DIVERSITY



- **Children & Youth w Special Needs MCFD Response to COVID-19:** Call your CYSN Worker or your local MCFD office for Emergency Relief Funding & Respite. See changes to the At Home Program & medical supplies.
- **Autism Program:** Call 1-877-777-3530 or email for Funding Extensions. For community resources, call Autism Information Services 1 844 878-4700.
- **Parenting Support Services of BC:** Need to talk? Call BC Parenting Support Line 1-877-345-9777, M-F 10am-4pm or register for online parenting support circles.

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FINANCES & HOUSING

ADDITIONAL RESOURCES



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FINANCES



- **Canada Emergency Student Benefit (CESB)**: If you are a post-secondary student, recent post-secondary or high school graduate, who is unable to find work due to COVID-19, you may be able to get financial support. CESB provides \$1,250 for each 4-week period May-August 2020. [Learn how to apply](#).
- **Canada Emergency Wage Subsidy (CEWS)**: If you are a Canadian employer whose business has been affected by COVID-19, you may receive a subsidy of 75% of employee wages for up to 12 weeks, retroactive from March 15 to June 6, 2020. [Apply here](#) or call 1-833-966-2099.
- **ICBC Payment Deferral**: You may defer your payment for up to 90 days (if you are on a monthly payment plan). [Apply](#) for a deferral before 6pm at least one business day before your next payment is due.



HOUSING

- **BC Hydro Relief Fund**: If you have lost your job or are unable to work due to COVID-19, you can receive a bill credit for 3 times your average monthly bill, which you do not have to pay back. [Apply for the COVID-19 Relief Fund](#).
- **BC Hydro Customer Crisis Fund**: Have overdue payments and are facing disconnection, have an outstanding balance of \$1000 or less, and are dealing with the financial hardship? [Apply for the Customer Crisis Fund](#).
- **BC Hydro Customer Assistance Program**: Want to defer bill payments or arrange a flexible payment plans? Call BC Hydro at 1-800-224-9376.
- **Fortis BC**: [Sign up](#) for the COVID-19 Customer Recovery Fund to automatically have your bills deferred from April 1 to June 30, 2020. You can also call 1-888-292-4104 (natural gas) or call 1-888-292-4105 (electricity).
- **Shelter Safe**: Shelters across Canada for women, children & youth experiencing abuse. [Find a shelter close to you](#).

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SCHOOL & LEARNING

ADDITIONAL RESOURCES

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- **Open School BC:** Excellent resources & variety of at-home learning activities from the Ministry of Education.
- **The Conscious Kid:** Anti-racism parenting & education resources including Children's Books to Support Conversations on Race & Racism and tips on best practices for talking to kids about race. Check them out on [instagram](#).
- **UBC: Online Educational Resources during COVID-19:** Great list of educational virtual 'camps', at-home activities, online games, learning apps, and podcasts for grade levels from K-12
- **UnlearnRacism.ca:** online interactive learning tool for ages 12-16 to promote questioning of one-sided narratives & dispel discriminatory misperceptions. You can also [download this discussion guide](#) to support your child's learning.
- **Interested in more anti-racism educational resources?** Check out BC Government's [Anti-Racism FAQs](#) & [BC Teachers' Federation's Anti-Racism Resources page](#) including videos, stories, & toolkits.



REMOTE LEARNING TIPS

SET UP A WORK ZONE

Set up a comfortable, well-lit area and designate it for work.

Avoid working from the couch or bed - when it is time to relax your brain might find it hard to shut off work thoughts.

BE FLEXIBLE

Be kind to yourself! This is a unique situation and has various challenges.

If you need special support, reach out to your teachers, school counsellor or administration. They want to hear from you!

SCHEDULE TEACHER CHECK-IN TIMES

Set up a consistent time when you and your teacher can touch base.

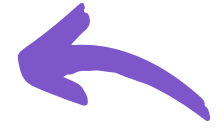
Prepare questions in advance that came up while doing work to ask your teacher!

MAKE A SCHEDULE

There is less structure now with remote learning. Make a schedule for yourself with your classes for the day and the tasks to complete.

Schedule in short breaks to help you be more efficient when you are learning!

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MENTAL WELLNESS

ADDITIONAL RESOURCES



- **BC Psychological Association: COVID-19 Resources and Preparedness**: Self care, speaking to children about coronavirus, stigma reduction, & coping strategies.
- **BounceBack**: Design your own mood-lifting program w activities, videos, and/or calls with a trained coach. Available for adults and youth (15-18).
- **Canadian Mental Health Association**: Stay Well in Uncertain Times with CMHA's supports incl. online CBT courses for adults & youth and other services during COVID-19 in BC.
- **Centre for Addictions & Mental Health**: Info on Metal Health & COVID-19, coping with stress & anxiety, support forum, & factsheets in many languages.
- **Child & Youth Mental Health Services**: Mental health intake clinics across BC for children & youth up to age 18 and their families. Call your local CYMH Office for virtual or telephone services!
- **Confident Parents Thriving Kids**: phone-based coaching to help you manage your child's anxiety or behaviour challenges; requires referral from a health professional.
- **Healing in Colour**: directory of therapists in BC who identify as Black, Indigenous or People of Colour, who are committed to anti-oppressive values in their practice. For more Mental Health, Community & Advocacy resources for BIPOC communities, check out **BlackLivesMatterVancouver**.
- **Here to Help**: Quality info sheets & key resources in BC, including COVID-19 supports, COVID-19 & Anxiety, and Helping Your Anxious Child or Teen.
- **Managing COVID-19 Stress, Anxiety and Depression**: BC's Ministry of Mental Health and Addictions' quick guide with tips and resources.
- **Mind Health BC**: Find mental health support for specific conditions/topics.
- **Peak Resilience**: Complete Mental Health Guide During COVID-19 incl. tips to maintain mental wellness, counselling & COVID-19 support group.



Parenting can be tough these days. Check out Anxiety Canada's take on Talking To Kids About COVID-19!

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YOUTH HEALTH ADDITIONAL RESOURCES



- **BC Child & Youth Mental Health**: Mental health intake clinics across BC up to age 18. Call your local CYMH office for virtual/phone services. See their COVID-19 resources.
- **Connect with your local Youth Clinic**: Vancouver Coastal Health, Fraser Health, Island Health, Northern Health, and Interior Health.
- **Feeling stressed or anxious?** Check out UNICEF's "How teenagers can protect their mental health during coronavirus".
- **Fostering Change & MCFD Supports**: If you're a youth in foster care, aging out of care, or on Agreements with Young Adults, MCFD has expanded supports through COVID-19.
- **Jack.org: COVID-19 Youth Mental Health**: Hub of resources for coping during COVID. Includes supportive social media posts for download!
- **Options for Sexual Health**: Youth sexual health services at clinics across BC & by telephone. Book an appointment or ask your questions at 1-800-739-7367.
- **Prideline BC**: Call 1-800-566-1170 for peer support & info about services for LGBTQ2S+ youth & adults Mon-Fri from 7-10pm.
- **Qmunity**: Online safe space for the LGBTQ2S+ community with youth services & online peer support groups. Reach out at youth@qmunity.ca or 604-684-5307 ext. 108.
- **Scarleteen**: Supportive sexuality & relationships info for young adults. Live chats, advice & blog posts from experts on topics like hookup culture & loneliness during COVID-19.
- **Struggling with substance use and mental health?** This is often called concurrent disorders. There are programs that can help! Call your local Foundry or CYMH Intake clinic or talk to a health professional you trust.
- **Want help with smoking/vaping?** SmokeFreeTeen has online tools & tips! QuitNow has local supports & Smoking, Vaping & COVID-19 FAQs. Call 1-877-455-2233 or start a live chat with a 'Quit Coach'.
- **Youth in BC Chat**: Online chat with crisis responders available from noon to 1am in BC and Yukon.

Looking to keep **physically active at home**? Check out YMCA YThrive for amazing free at home workouts!

